

# How to Register Your EnSURE Touch

## Registration

1. Log in to [SureTrend Cloud](#).
2. Click [here](#) to open to the registration page.
3. Enter a name your EnSURE Touch (optional).  
*Note: The name can be used to differentiate it from other instruments on the account.*
4. Select a site to register the EnSURE Touch if you have multiple sites.
5. Click Next.
6. On your EnSURE Touch, you will be prompted to register during the step up. Enter the Username and Code as it appears in SureTrend Cloud.  
*Note: If you have completed the step process without registering, you can open the Sync app to enter a username and code.*
7. Once you have successfully Registered your Instrument your registration token in SureTrend Cloud will change from Pending to Successful, then select Done.

## Contact Hygiena Technical Support for further assistance.

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: [techsupport@hygiena.com](mailto:techsupport@hygiena.com)
- [Submit a Support Ticket](#)
- [Schedule a Microsoft Teams meeting with support](#)

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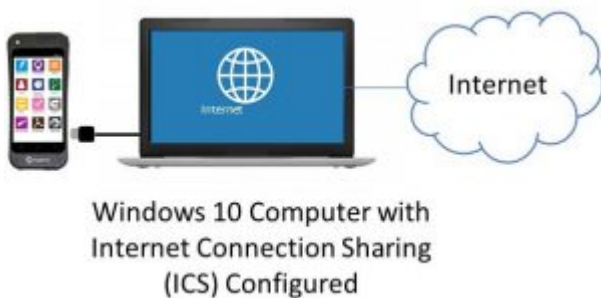
## USB Tethering Configuration

# Introduction

This document will cover the step by step instructions for configuring USB Tethering on the EnSURE™ Touch. It will also cover the requirements and troubleshooting steps.

## Overview

EnSURE Touch needs an internet connection to communicate with SureTrend Cloud. Most customers will use the Wi-Fi features of EnSURE Touch. In some cases, Wi-Fi is not available or acceptable. EnSURE Touch can be connected to a Windows 10 computer using the USB cable that comes with EnSURE Touch and share the internet connection of the Windows 10 computer.



## Requirements

1. Windows 10 computer with an internet connection and an EnSURE Touch.
2. Permissions to install Windows 10 RNDIS6 driver.
3. Permissions to configure Windows Internet Connection Sharing (ICS).
4. USB-C Cable that comes with the EnSURE Touch.
5. Windows 10 knowledge and ability to navigate to Device Manager and Windows Network Connections.

## Limitations

1. Only one EnSURE Touch can be connected at a time. You can configure multiple instruments on one computer, but only one can be connected at a time.

2. Once configured, disconnecting the EnSURE Touch will remove the network adapter from Windows 10. Reconnecting the EnSURE Touch to the Windows 10 computer will reestablish the network adapter and ICS setting, but there is a short delay. The delay is about 30 seconds depending on the computer. Attempting to Sync or perform any network functions during this delay will result in failure. The failure can be dismissed.
3. USB Tethering has not been tested on every Windows 10 computer. Success is dependent on the Windows 10 computer ability to support the network adapter driver and ICS configuration.
4. Windows 10 computer BIOS, drivers, and Windows updates may be required.
5. 3<sup>rd</sup> party software firewalls may block ICS.
6. TeamViewer support on EnSURE Touch does not work with USB Tethering

## Configuration Steps

The following are the steps to enable USB Tethering. Each EnSURE Touch has a unique serial number that is bound to the Windows RNDIS driver. This means the Windows steps below must be done for each EnSURE Touch that will be connected to this computer. Once the configuration is complete, disconnecting and reconnecting the EnSURE Touch will reestablish the network adapter ICS settings. This typically takes less than 30 seconds.

## Summary of Steps

1. Enable USB Tethering on EnSURE Touch.
2. Install the Windows 10 RNDIS6 driver.
3. Configure Windows Internet Connection Sharing (ICS).
4. Verify the connection on the EnSURE Touch.

## Enable USB Tethering on EnSURE Touch

1. Connect the EnSURE Touch to your PC using the USB cable. This can power the EnSURE Touch while connecting it to the internet.

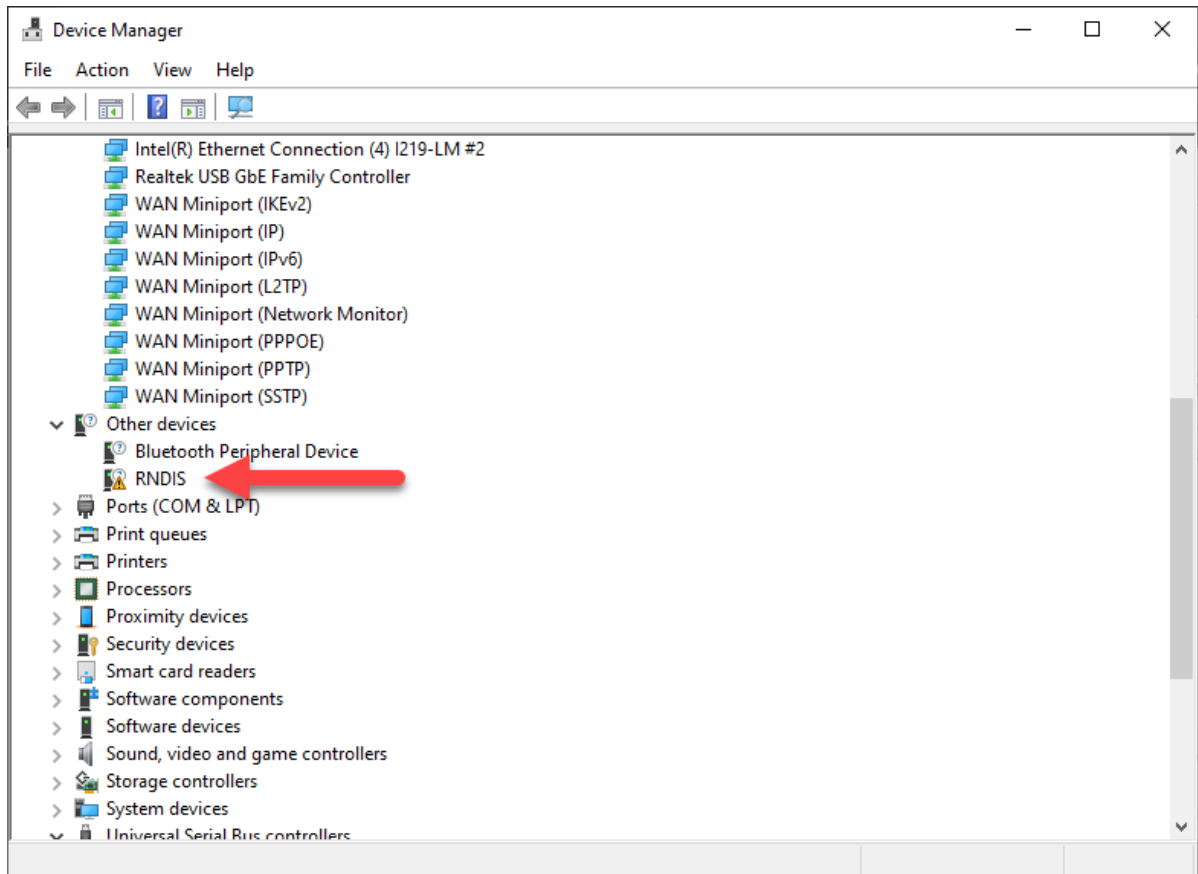
2. Turn on EnSURE Touch. If it is in sleep mode wake it up by pressing the power button once.
3. Navigate to Settings > General > USB Tethering.
4. Tap the toggle to enable USB Tethering.



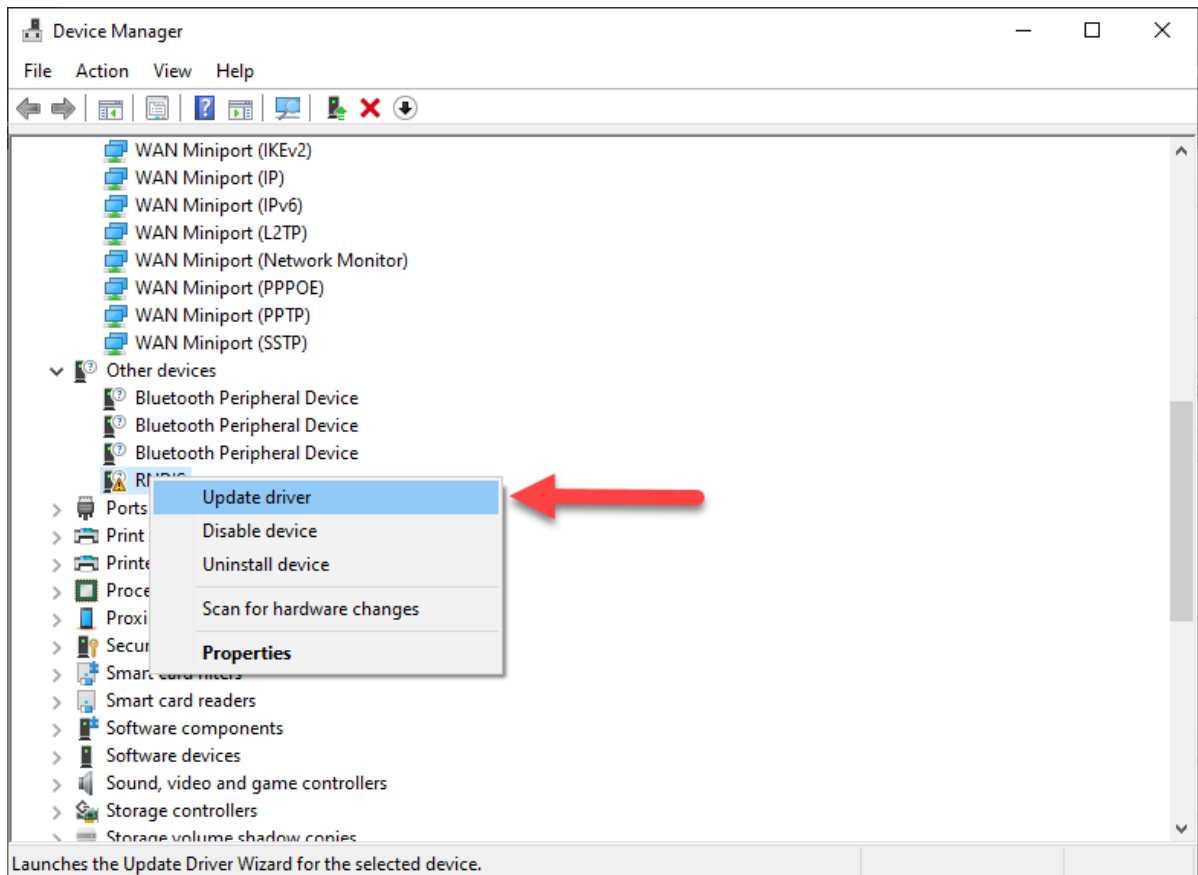
## Install the Windows 10 RNDIS Driver

Once the EnSURE Touch is powered on and USB Tethering is enabled, the EnSURE Touch should create an entry in Windows Device Manager as an unknown RNDIS device. You will need Windows 10 permissions to accomplish the following steps.

1. Right click the **Start button** and select **Device Manager**.
2. Expand **Other Devices** and right click **RNDIS**.

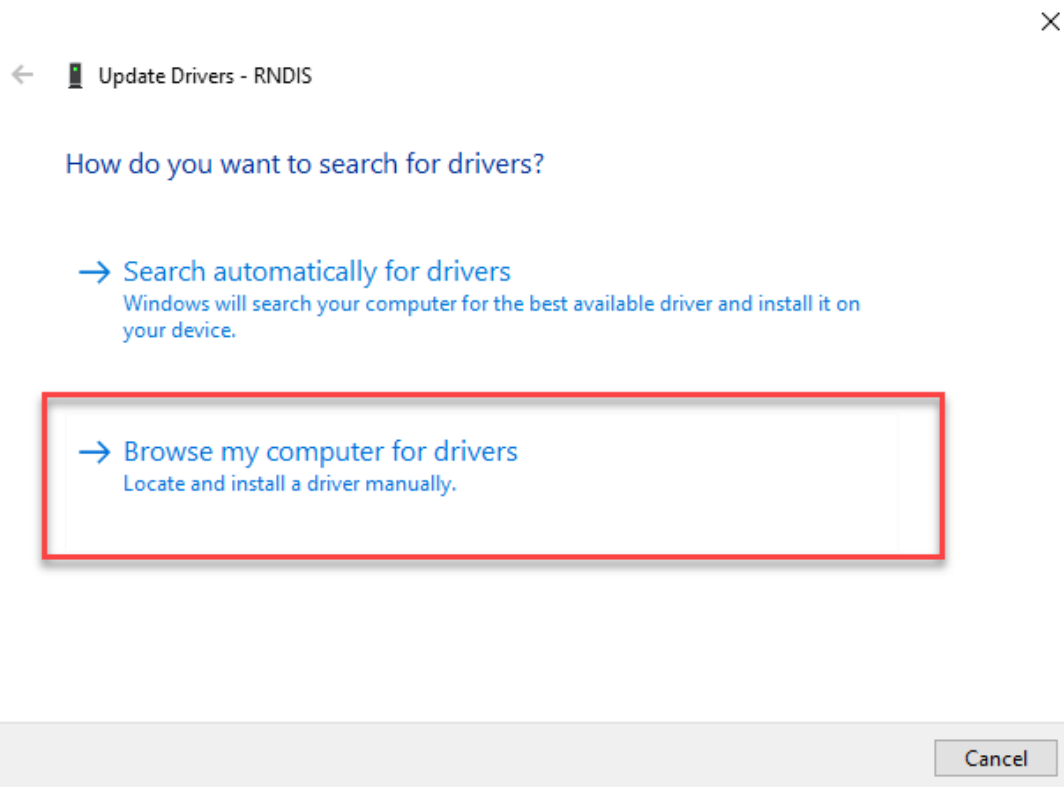


### 3. Select **Update Driver**.

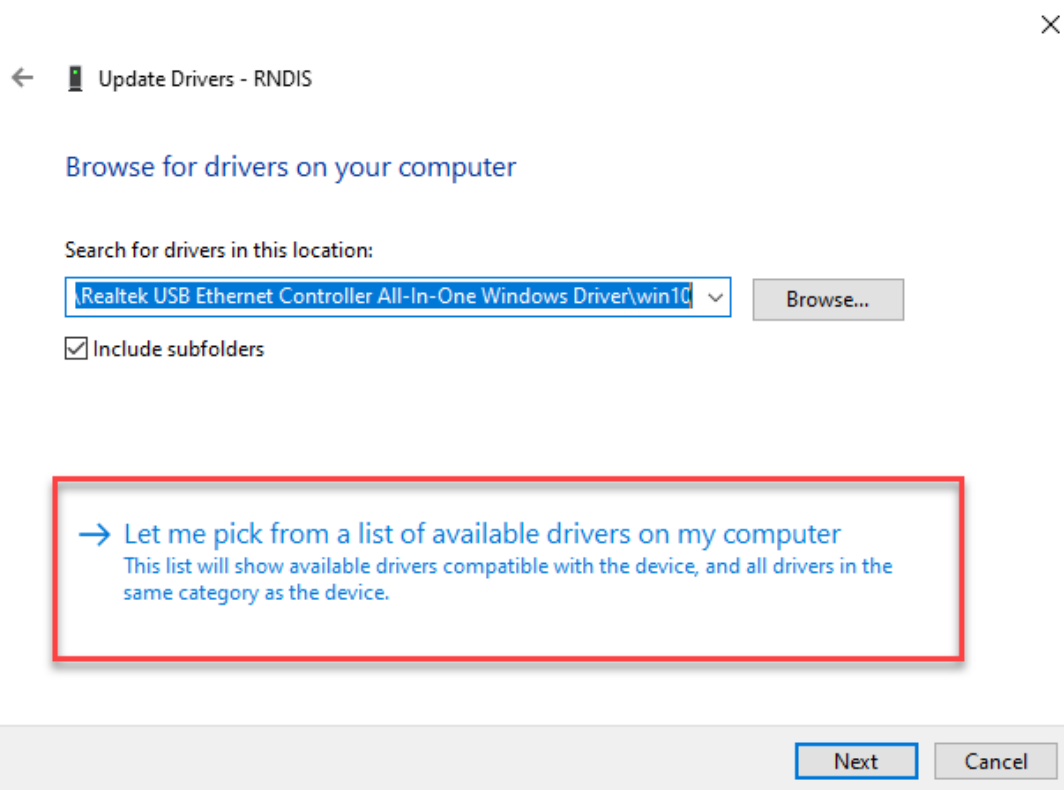


### 4. Select **Browse my computer for drivers**.

**NOTE:** Selecting Search automatically for drivers will fail to install the driver correctly. Do **NOT** select Search automatically for drivers.

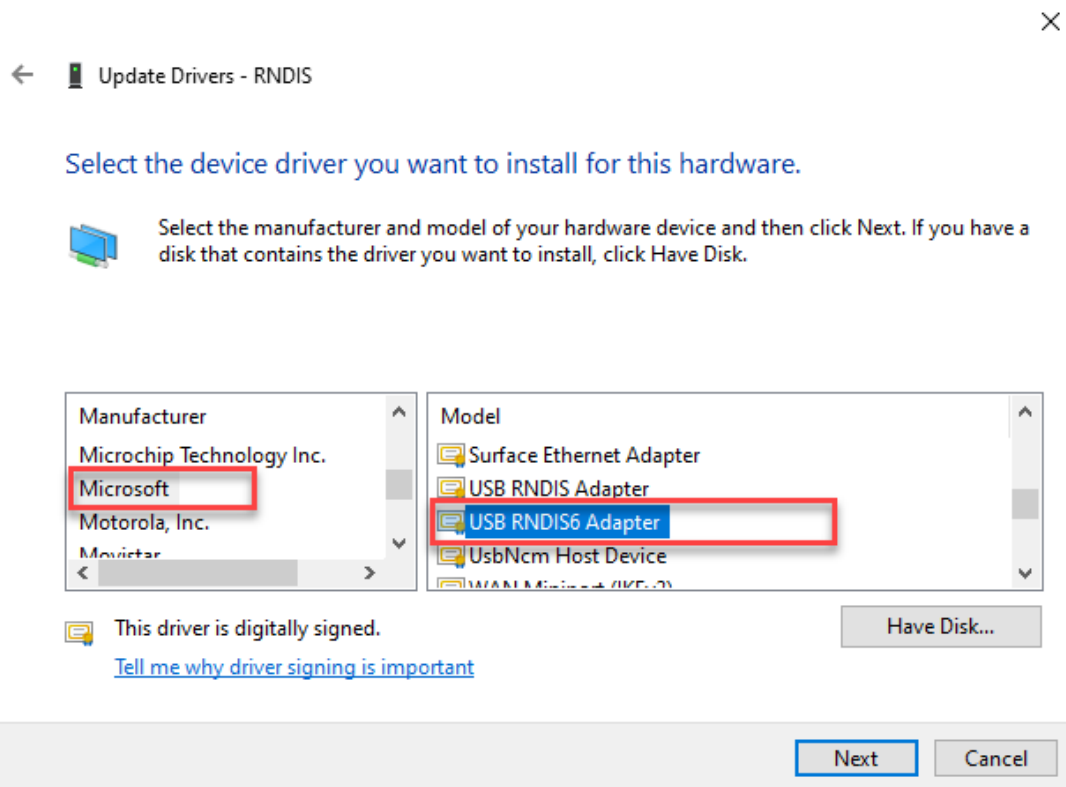


5. Select **Let me pick from a list of available drivers on my computer.**

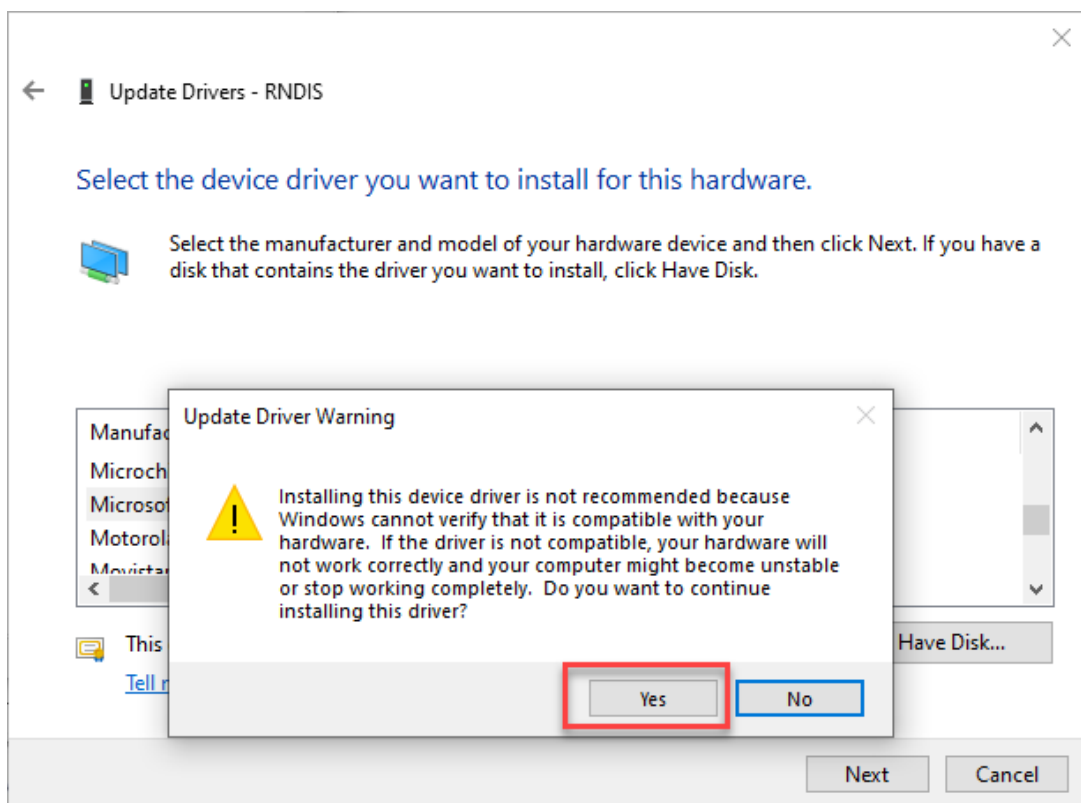


6. If necessary, select **Network adapters** from the list of common hardware types and press the **Next** button.

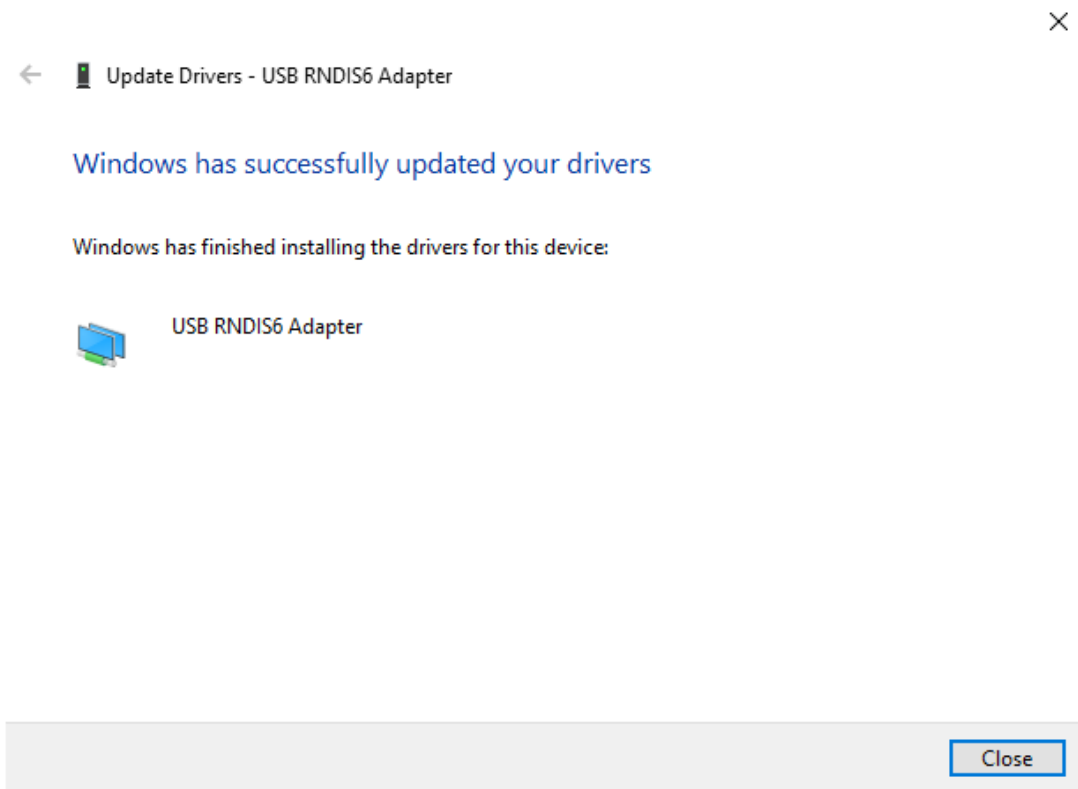
7. Allow time for Device Manager to populate a list of manufacturers and models. Select **Microsoft** from the list of manufacturers and **USB RNDIS6 Adapter** from models.



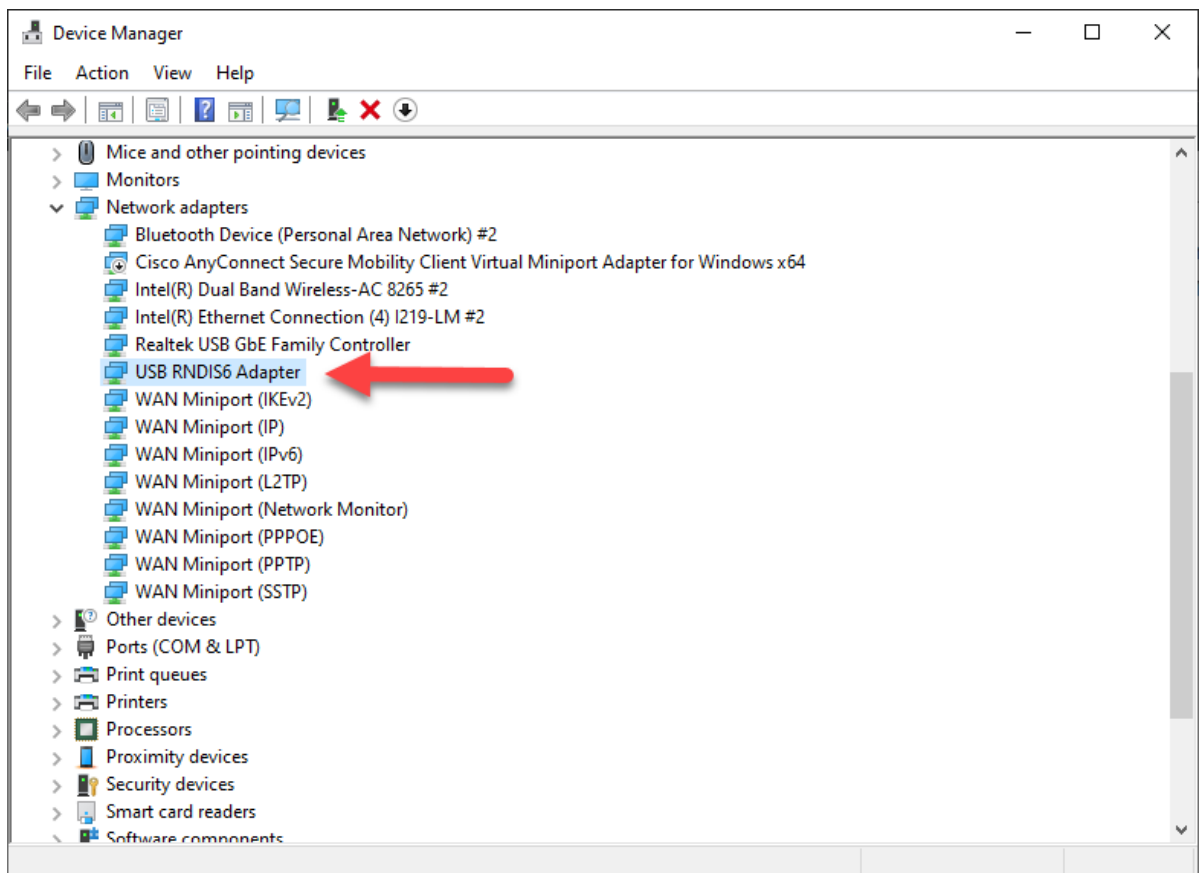
8. Click **Yes** on the Update Driver Warning dialog box.



9. The following message box will appear when the driver is successfully installed.



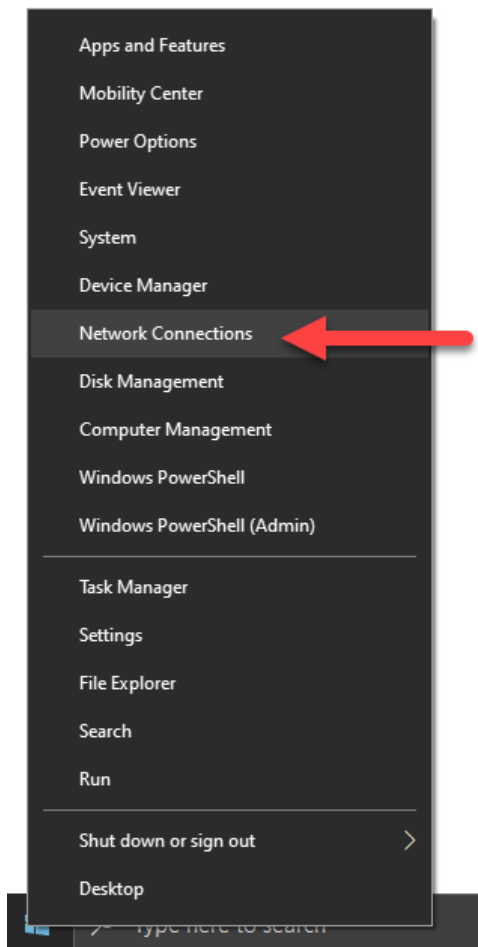
10. If the driver was installed correctly, it will display in Device Manager as USB RNDIS6 Adapter.



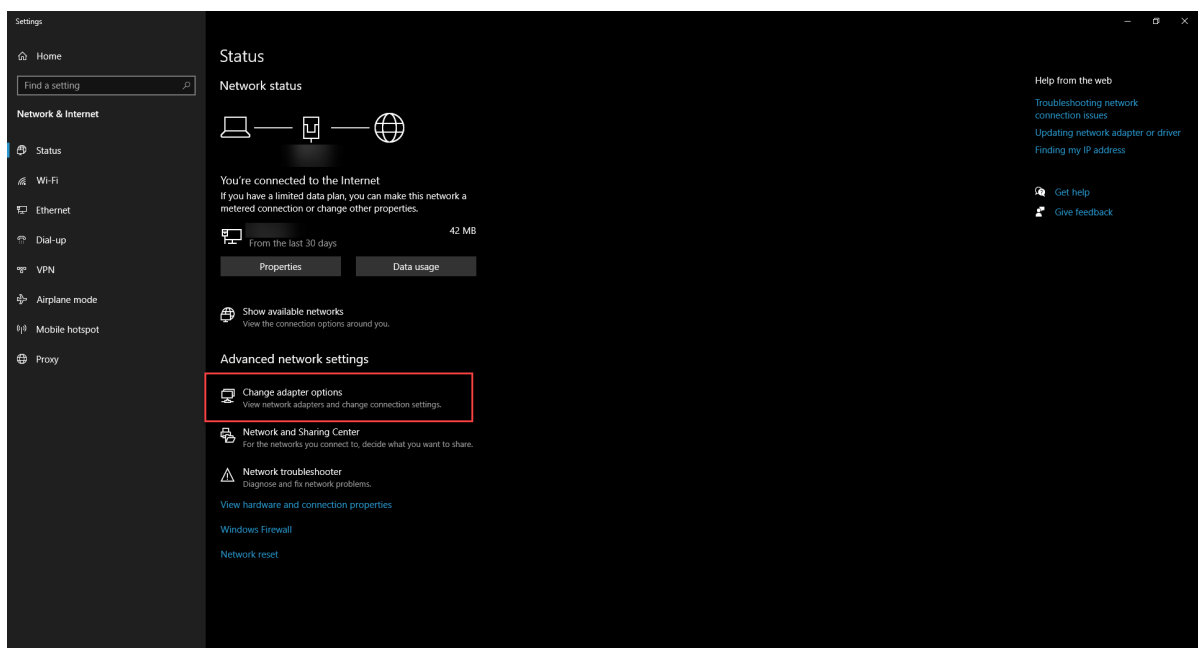


# Configure Internet Connection Sharing (ICS)

1. Right click the **Start button** and select **Network Connections**.



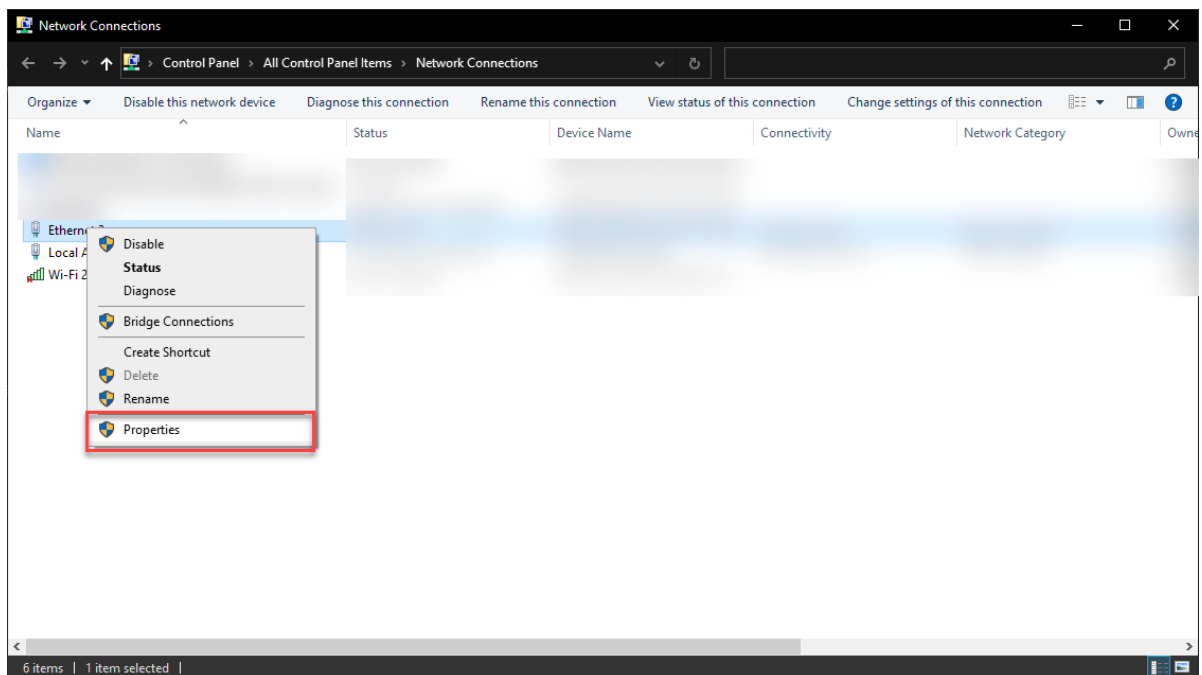
2. Click **Change Adapter Options**.



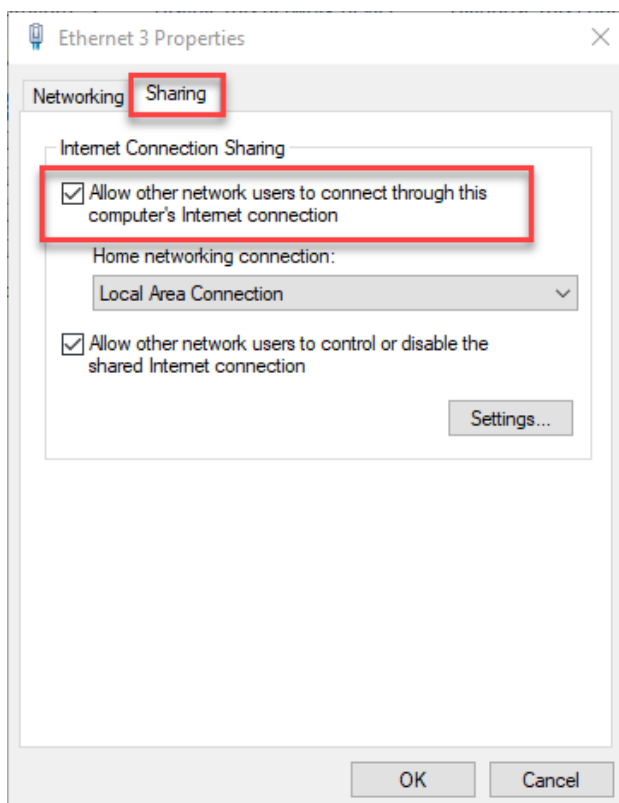
3. Locate the network connection that is used for internet access. This will

likely have your domain name in the **Status** field.

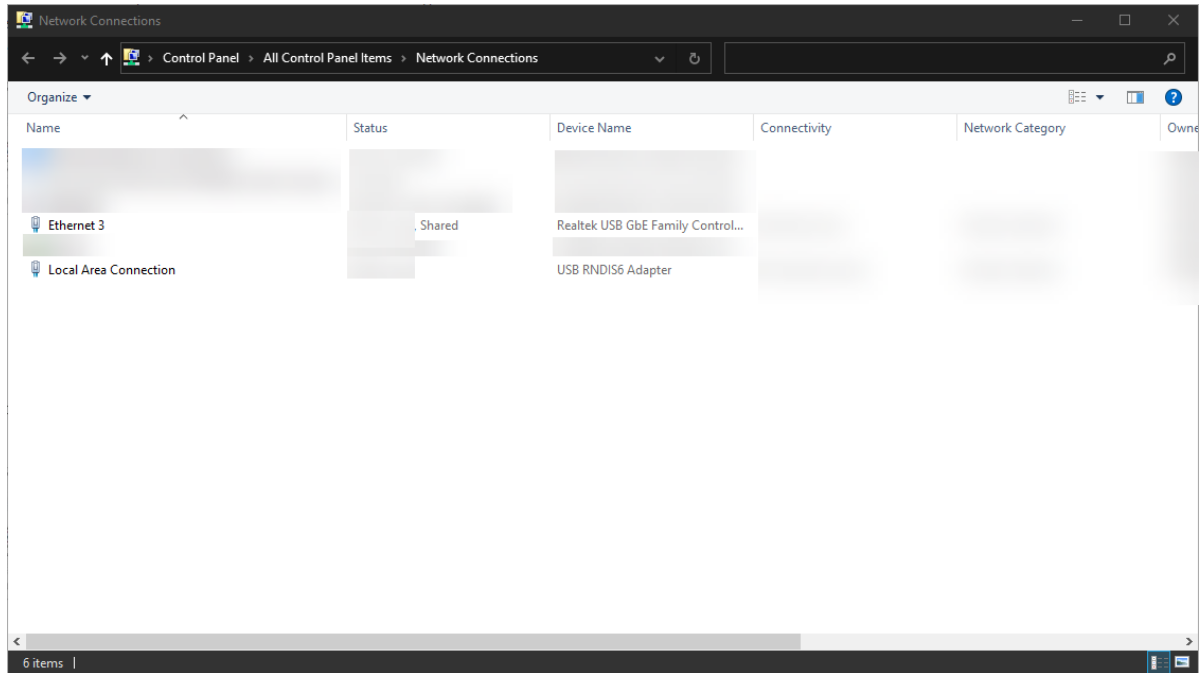
4. Right click the network connection and select **Properties**.



5. Click the **Sharing** tab and check the checkbox for Internet Connection Sharing.



6. If done correctly, the two networks should have ICS enabled and the shared network should show **Shared** in the status.



## Restart EnSURE Touch

1. Press and hold the power button until the power menu appears.
2. Select **Restart** from the menu.
3. Go to Settings > General > USB Tethering.
4. When the USB Tethering screen is enabled and has obtained an IP address it will have a Check Connection button. Tap the **Check Connection** button.
5. If PC Connection and SureTrend Connection show a “Pass” result, then USB Tethering has been successfully configured.

## Troubleshooting

The following are some known conditions and how to resolve them.

### **RNDIS Driver Does Not Appear in Device Manager**

If the EnSURE Touch shows in device manager as Unknown USB Device that typically means the cable is not communicating with the Windows 10 computer or USB Tethering has not been enabled.

# Solution

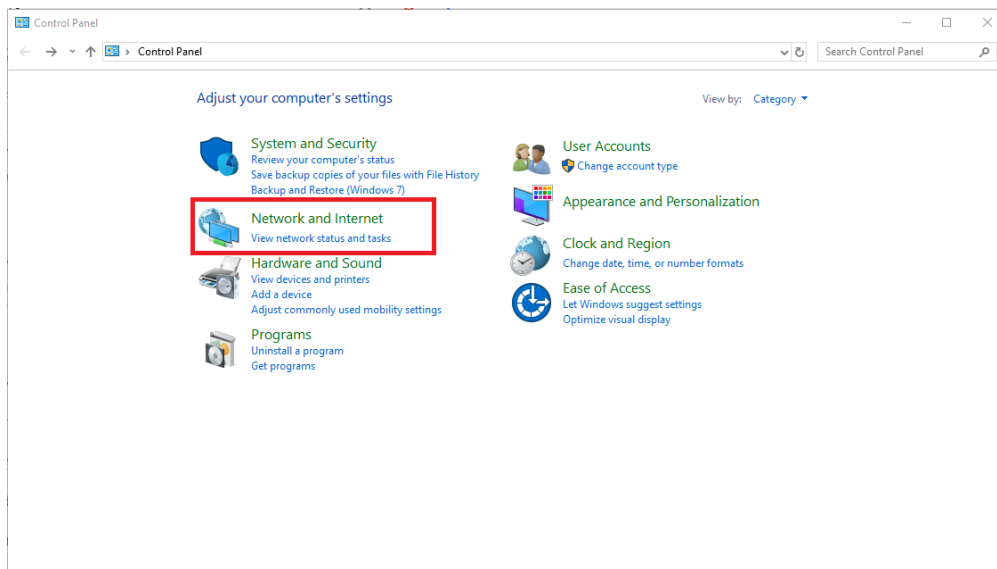
1. Repeat the steps in the section titled “Enable USB Tethering on EnSURE Touch.”
2. Replace the USB-C cable.
3. The steps above did not resolve the issue, there may be a hardware issue with the USB port on the instrument. Contact Hygiena Technical Support for further assistance.

# Prevent the Network Adapter from Going to Sleep.

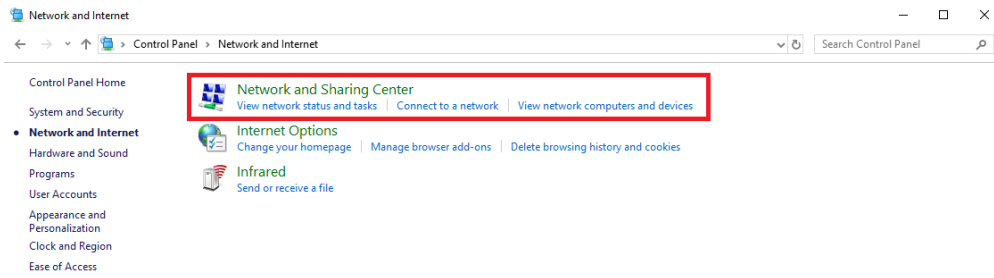
The network adapter may enter sleep mode when the PC is not in use.

# Solution

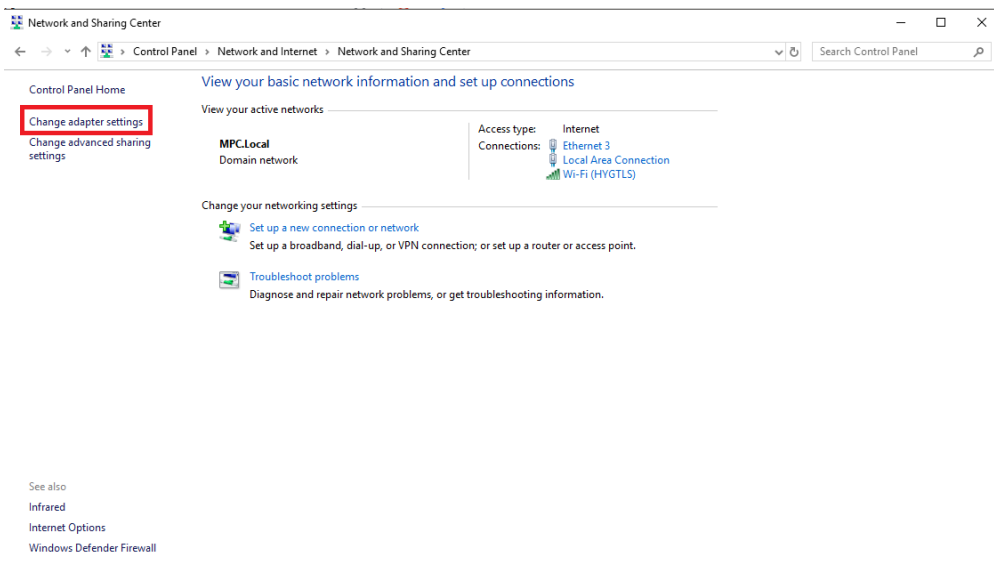
1. Right click the **Start** button and select **Control Panel**.
2. Select **Network and Internet**.



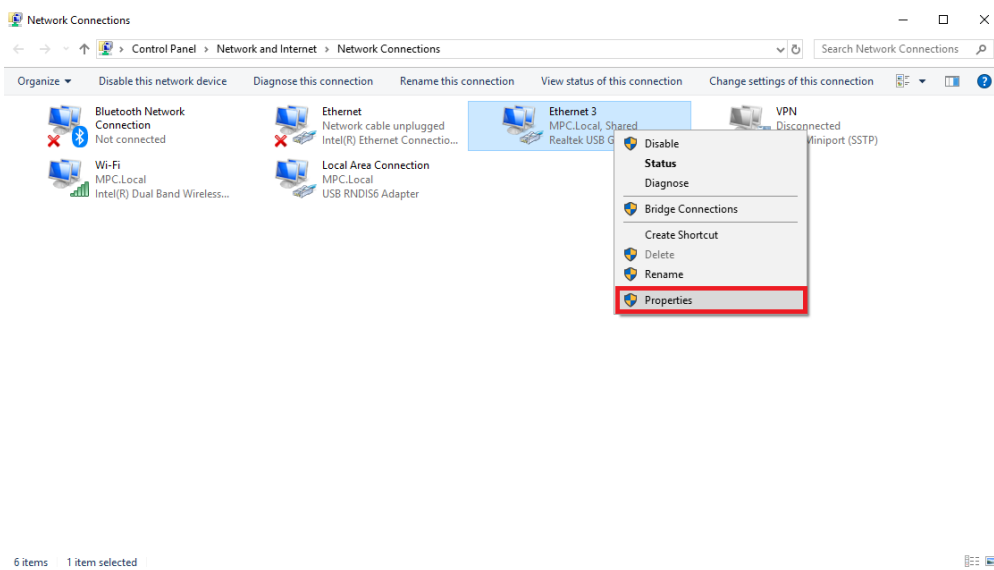
3. Select **Network and Sharing Center**.



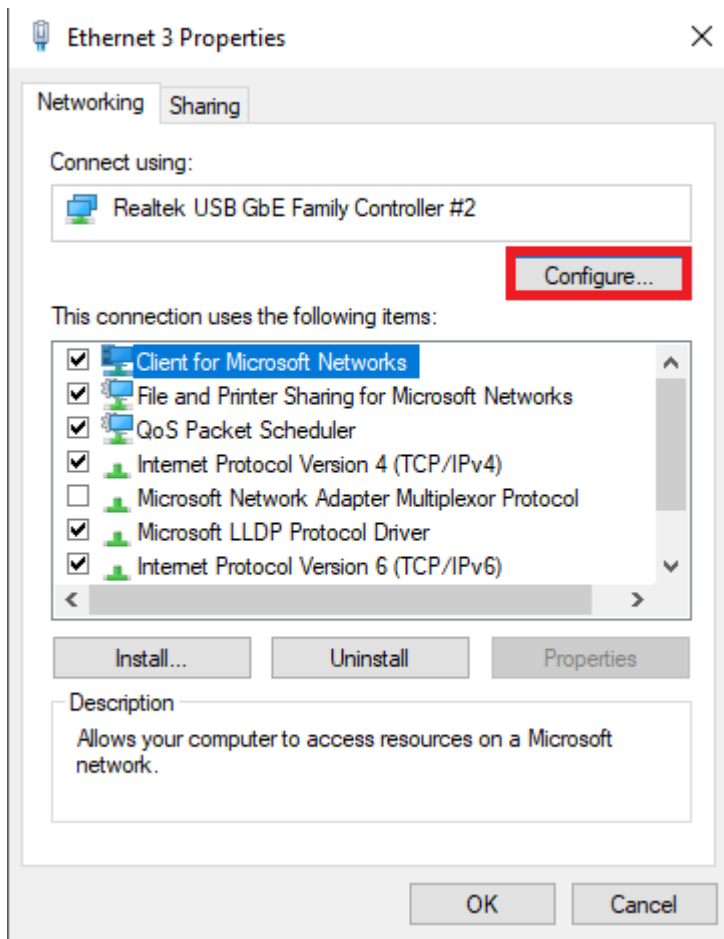
#### 4. Select **Change Adapter Settings**.



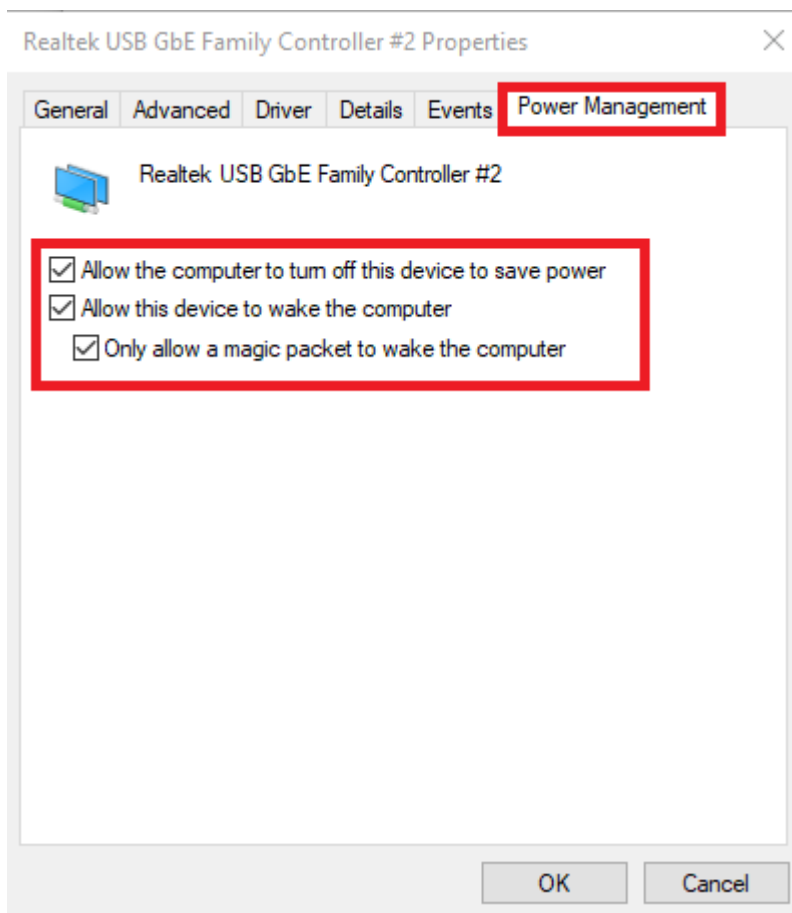
#### 5. Select your **Shared Network Connection**, and select **Properties**.



#### 6. Select **Configure**.



7. Check the checkbox for **Allow this device to wake the computer.**



8. Click **OK.**

# Wi-Fi Does Not Work After Using USB Tethering

USB Tethering needs to be disabled before attempting to use Wi-Fi. See the steps below to fix this issue.

## Solution

1. Connect the EnSURE Touch to a PC with a USB-C cable.
2. Go to Settings > General > USB Tethering.
3. Tap the toggle to enable USB tethering if it was disabled.
4. Tap the toggle to disable USB tethering.

If you are having trouble with USB Tethering on your EnSURE Touch, please contact Hygiena Technical Support for assistance.

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- Email: [techsupport@hygiena.com](mailto:techsupport@hygiena.com)
- [Submit a Support Ticket](#)
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# Server Installation

Click [here](#) for system requirements.

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## Required Prerequisites

1. **HTTP Activation must be turned on for the server.** This can be done in Server Manager's Roles and Features section under .Net Framework 3.5.
2. If installing on a PC make sure it does not go into power saving mode or sleep.

## Step One Step Two Step Three Step Four

 The image shows the SureTrend logo, which consists of a blue circle containing a white square with a stylized 'S' and 'T' logo, and the text 'SureTrend' below it.	<p>Click <a href="#">here</a> to download SureTrend and run it once completed.</p>
 The image shows a language selection screen with a list of languages: Chinese (Traditional), Czech, Dutch, English (United States), French (Standard), Italian, Portuguese (Standard), Russian, and Spanish. 'English (United States)' is highlighted.	<p>When the screen appears choose a setup language and click <b>Next</b>.</p>
 The image shows a license agreement screen with two radio buttons: 'I accept the terms of the license' (selected) and 'I do not accept the terms of the license'. A '< Back' button is visible at the bottom.	<p>Read and accept the license agreement and click <b>Next</b> to continue.</p>
 The image shows a feature selection screen with the text 'Select the features you want to' and a checkbox for 'Multiuser - Distributed Ne'.	<p>When you get to the <b>Multiuser - Distributed Network</b> checkbox check it. Just click <b>Next</b> to continue on with the installation.</p>

## Pointing clients to the server

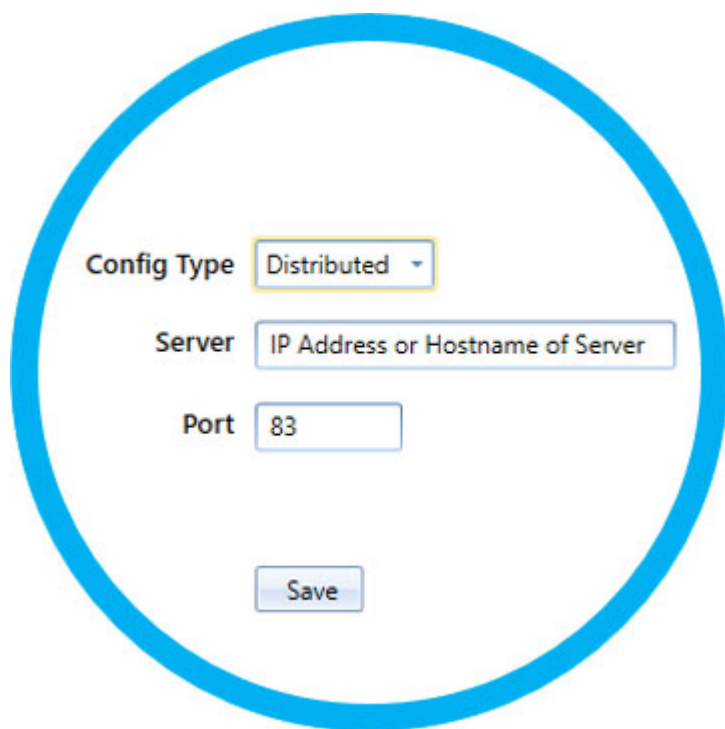
### Step One Step Two Step Three

Install SureTrend on any machine you wish to connect to the server **without checking the Multiuser - Distributed Network checkbox during installation.**



Start SureTrend on the client machine once installed and click on the **Admin** tab across the top. From the list of tabs on the left choose **Server Configuration Setting**.

Change the **Config Type** to Distributed and enter the Hostname or IP address of the server into the **Server** box. Click **Save** to restart SureTrend and when you've reopened it verify it is connected to the server by revisiting this area. *As shown below in Figure A.*



The image shows a screenshot of a web form titled "Server Configuration Setting". The form is enclosed in a large blue circle. It contains the following fields and controls:

- Config Type:** A dropdown menu with "Distributed" selected.
- Server:** A text input field containing the placeholder text "IP Address or Hostname of Server".
- Port:** A text input field containing the number "83".
- Save:** A button located below the other fields.

**Contact Hygiena Technical Support for further assistance.**

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